

Clinical Services Year End Report 2021-2022



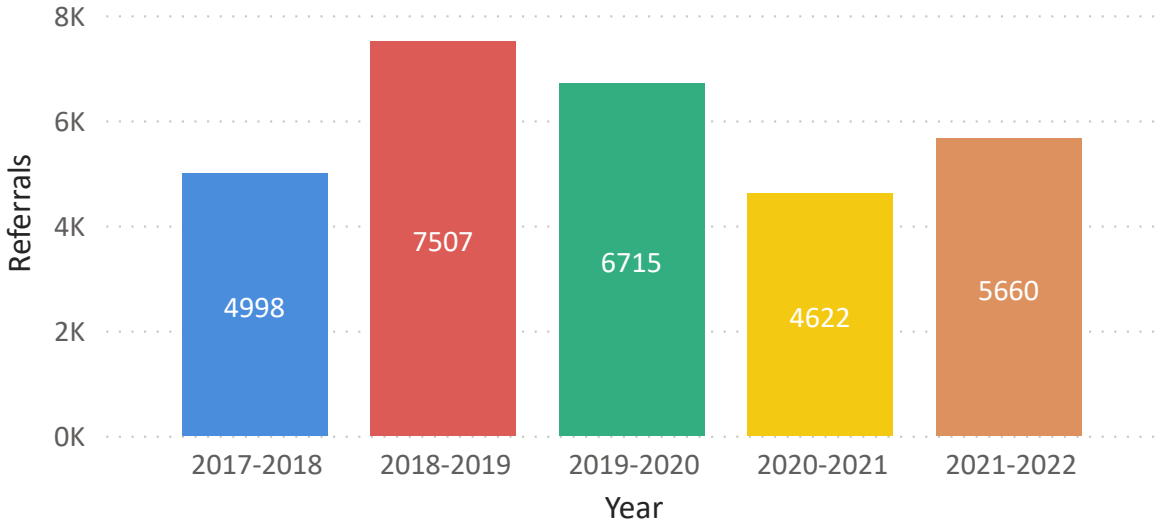
Prepared for the Operational Priority Committee of the Board

This report is a summary of the trends in our clinical data for the 2021–2022 fiscal year. We summarize both the breadth of all TVCC services provided and where needed, program or discipline specific services provided.

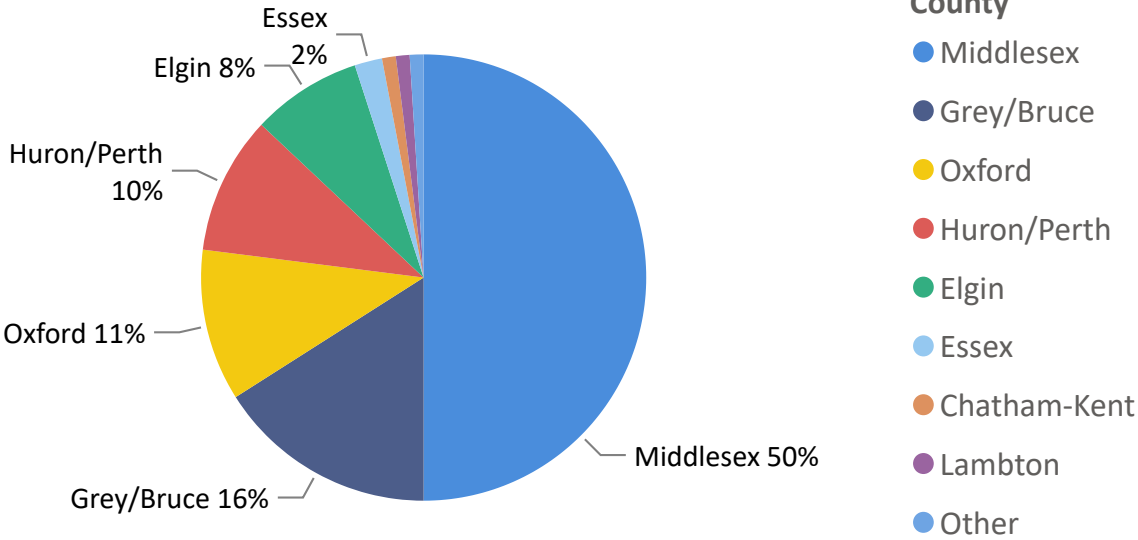


Referrals

Referrals by Year



2021-2022: % Referrals by County



Visits

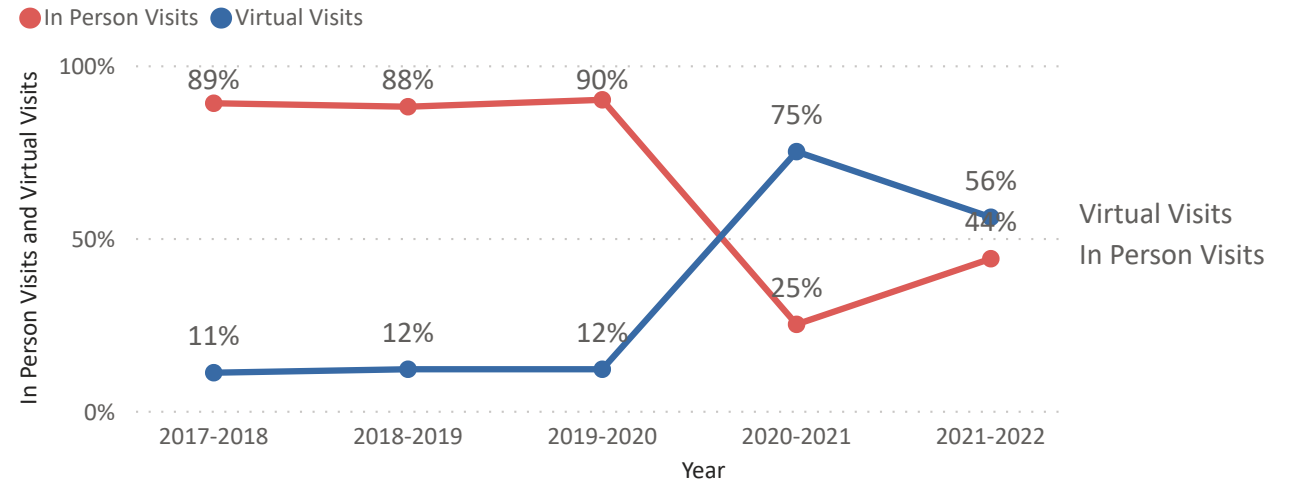
In 2021-2022, we provided an additional 9193 client visits from the previous year (up 12%).

We are also gradually provided more in-person services from 25% last year to 44% in 2021-2022. We continued to provide 56% of our services in a virtual format as there were continued safety restrictions due to the pandemic.

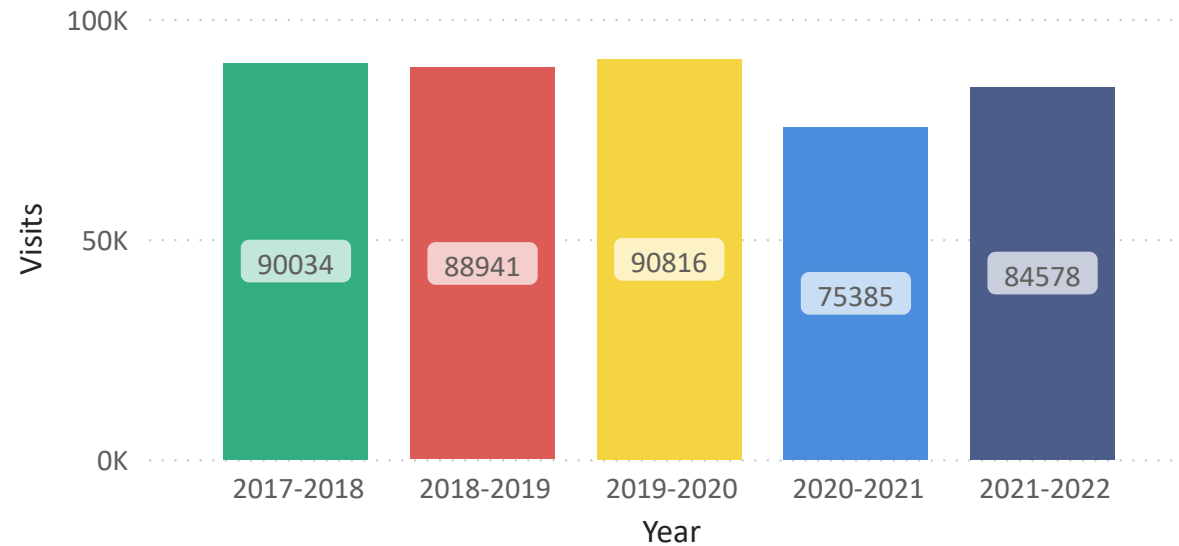
We also provided more in person visits in a variety of environments such as schools, client homes and various community settings.



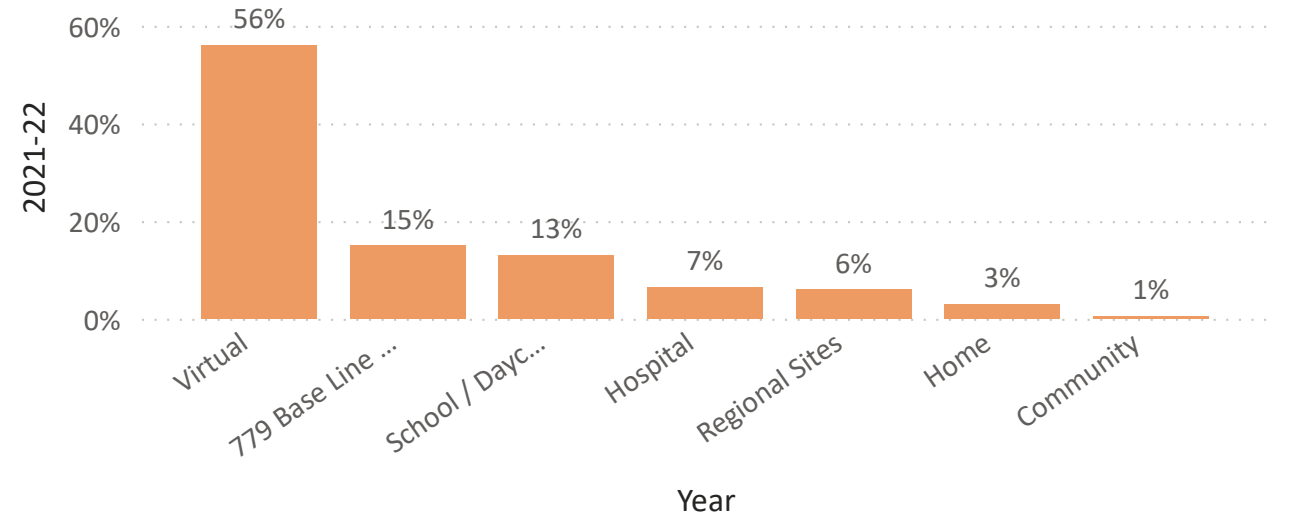
% of In Person & Virtual Visits by Year



Visits by Year



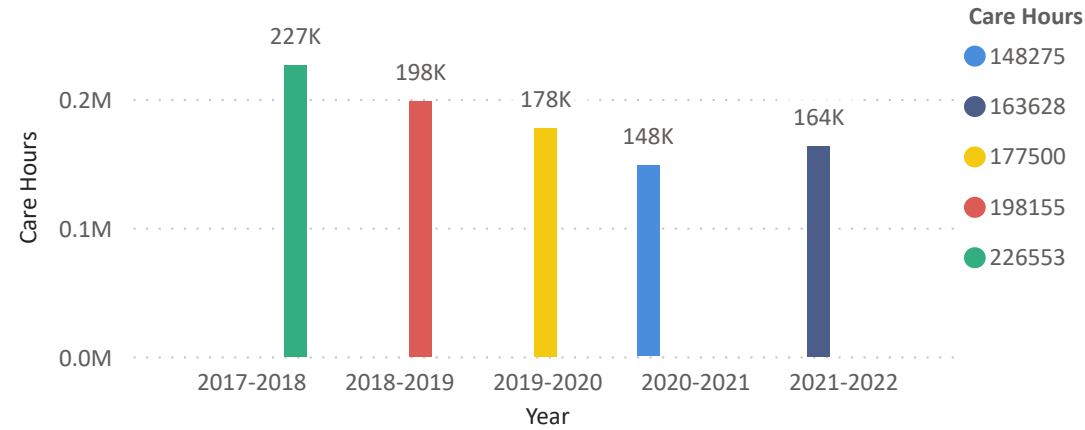
2021-2022: % of Visits by Location



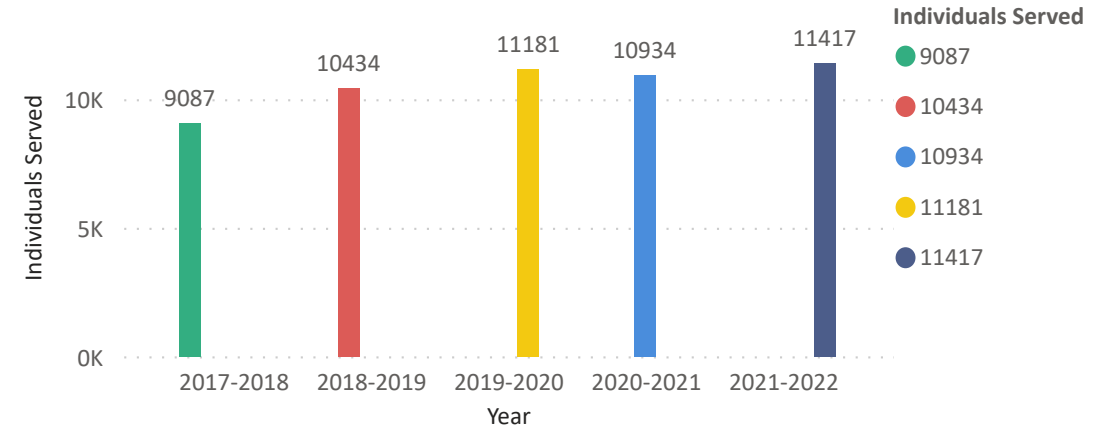
Volume of Service

In 2021-2022, TVCC increased the volume of client service provided which is impacted by both increase number of visits overall and increased time with clients. The number of individuals served has continued to increase as we have kept in contact with clients and provided services in both in person and virtual formats.

Client Care Hours by Year



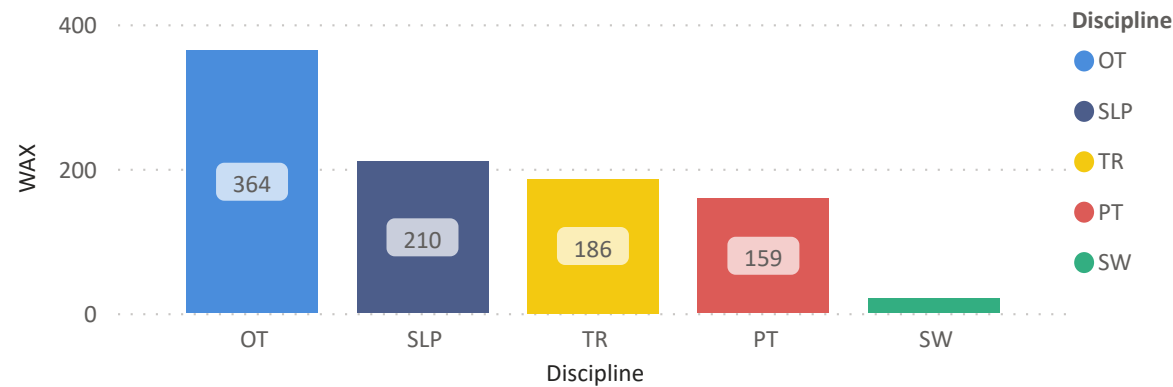
Individuals Served by Year



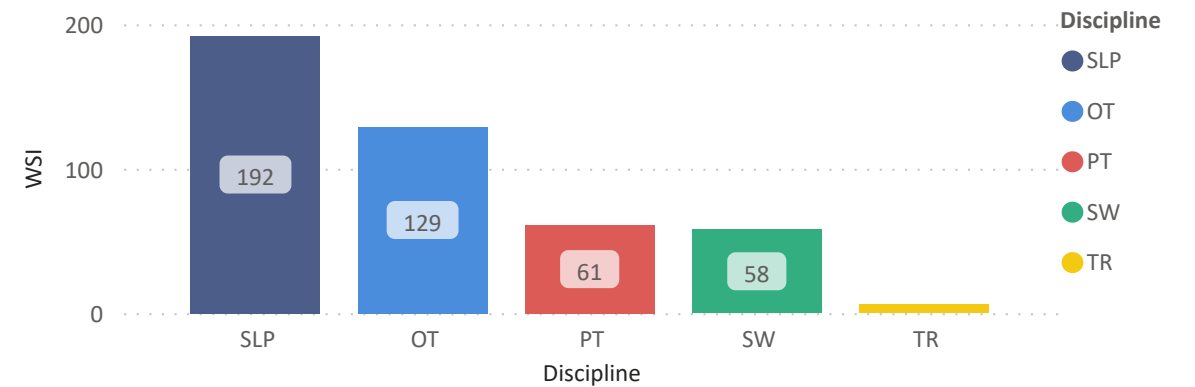
Waiting List

TVCC continues to strive to reduce the overall number of clients waiting. Below are the number of clients who are waiting for assessment and the number of clients waiting for service initiation (sometimes referred to as treatment)

2021-2022: Waiting for Assessment by Discipline



2021-2022: Waiting for Service Initiation by Discipline



Waiting Time



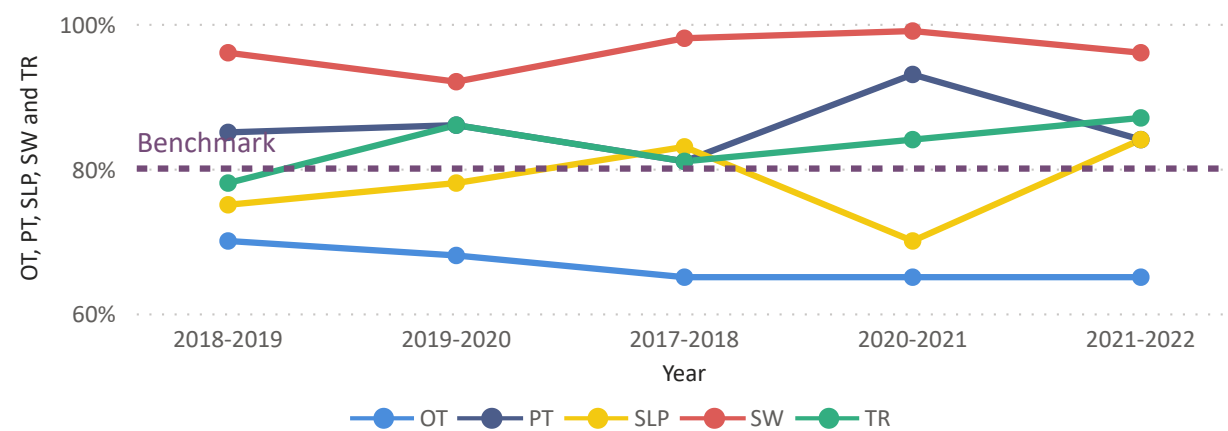
The following charts include the wait list data as it has been collected by Empowered Kids Ontario (EKO) in previous requests.

Waiting for Assessments

This chart shows the percentage of clients who had that assessment within **90 days** of their referral. The higher the percentage, the better. The purple dotted line is the 80% provincial benchmark.

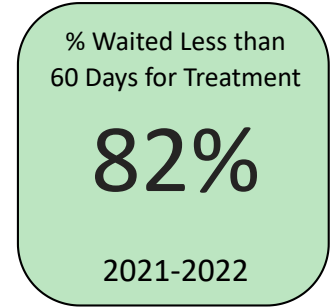


% Waited Less than 90 Days for Assessment by Discipline

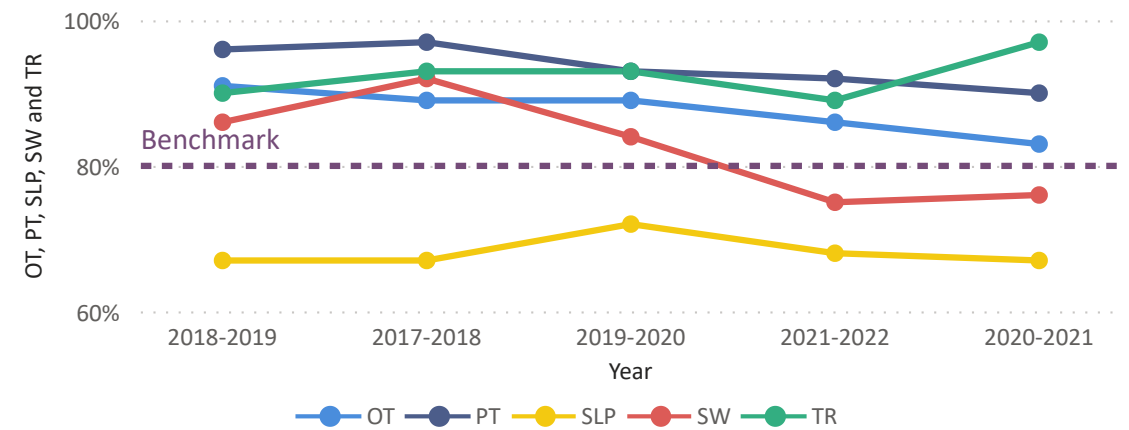


Waiting for Service Delivery

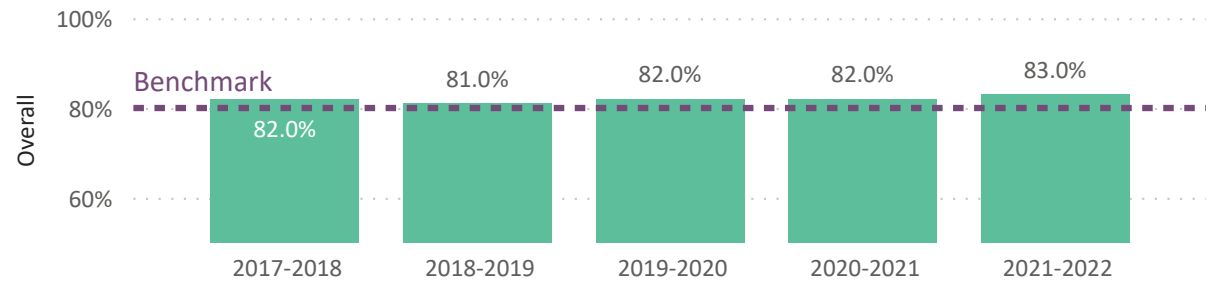
This chart shows the percentage of clients who started intervention/treatment within **60 days** of their initial assessment. The higher the percentage, the better. The purple dotted line is the 80% provincial benchmark.



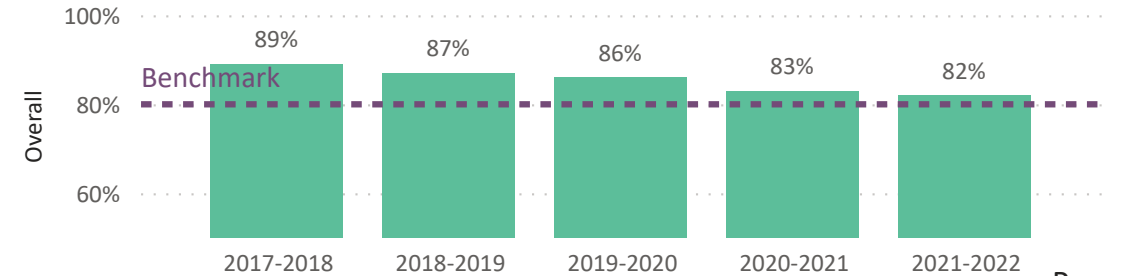
% Waited Less than 60 Days for Treatment by Discipline



% Waited Less than 90 Days for Assessment Overall



% Waited Less than 60 Days for Treatment Overall



Looking Ahead



Exploring Electronic Health Record Software

Empower Kids Ontario (EKO) is working with Children Treatment Centres (CTCs) to explore the client information systems are on the market and whether or not changing to a new system would better meet our needs. EKO hired a procurement company to complete a request for proposals. Through this process, there were two awarded vendors: AlayaCare and VitalHub. TVCC is learning more about each software to determine the best alignment with our needs.

Data Reporting

The Ministry of Children, Community and Social Services (MCCSS) introduced a new reporting requirement called Transfer Payment Ontario (TPON) reporting. It is closely in alignment with current reporting called Management Information System (MIS) reporting. EKO is working with the Ministry to develop a critical data set for CTCs by looking at both reporting requirements and ensuring key data elements are maintained to highlight how services are being used and where additional supports are needed. As we learn more about the critical data set, we will share this information with the Operational Priorities Board and discuss if there are any changes needed to this report.

A handwritten signature in blue ink that reads 'Kristel Pallant'.

Kristel Pallant,
Director of Quality Management